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Workspace Desktop Edition Developer's Guide

[Chat](#)

Chat

	<p>Purpose: To present for each chat command, the list of default subcommands available and the associated parameters.</p> <p>Updated in: 8.1.3, 8.1.4</p>
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Learn about the Chat Commands

The chat commands presented in this page are restricted to chat interactions. However, chat interactions are extended open media interactions and can be used as such in open media commands. In addition to the chat commands, you can use:

- [Open Media](#) to place interactions in a given queue, move them to workbins, and so on.
- [Manage Toaster](#) which also deals with chat interactions.
- [Manage Open Media](#) to manage the chat media.

Read [Use Customizable Commands](#) to see code snippets which demonstrate the usage of the commands.

Managing Chat Interactions

The commands presented in this section are specific to chat interactions and cover the following features (this list is not exhaustive):

- Accept or decline a chat session;
- Make chat consultations or transfer the session;
- Release a party;
- Close or leave the session.

Chains of Commands to Manage Chat Interactions

Default Commands	Parameters
Chain InteractionChatAcceptChat	
<ul style="list-style-type: none"> • Accept 	<ul style="list-style-type: none"> • CommandParameter: IInteractionChat<ref name="IInteractionChat" > Genesyslab.Desktop.Modules.OpenMedia.Model.Interactions.CH
Chain InteractionChatAutoCloseInteraction	

Default Commands	Parameters
<ul style="list-style-type: none"> IsContactModified Added in 8.1.4 	<ul style="list-style-type: none"> Caseld: String<ref name="String" > System.String</ref>
<ul style="list-style-type: none"> ResetInteractionChatConsultationCommand 	<ul style="list-style-type: none"> CommandParameter: IInteractionsBundle<ref name="IInteractionsBundle" > Genesyslab.Desktop.Modules.Core.Model.Interactions.IInteractionsBundle</ref>
<ul style="list-style-type: none"> Close 	<ul style="list-style-type: none"> CommandParameter: IInteractionChat<ref name="IInteractionChat" />
<ul style="list-style-type: none"> CloseConsultation 	<ul style="list-style-type: none"> CommandParameter: IInteractionChat<ref name="IInteractionChat" />
Chain InteractionChatAutoDisconnect	
<ul style="list-style-type: none"> IsContactModified Added in 8.1.4 	<ul style="list-style-type: none"> Caseld: String<ref name="String" > System.String</ref>
<ul style="list-style-type: none"> ReleaseMyParty 	<ul style="list-style-type: none"> CommandParameter: IInteractionChat<ref name="IInteractionChat" /> AfterActionMode: String<ref name="String" > System.String</ref>
Chain InteractionChatCloseInteraction	
<ul style="list-style-type: none"> IsContactModified Added in 8.1.4 	<ul style="list-style-type: none"> Caseld: String<ref name="String" > System.String</ref>
<ul style="list-style-type: none"> IsPossibleToClose 	<ul style="list-style-type: none"> CommandParameter: IInteractionChat<ref name="IInteractionChat" />
<ul style="list-style-type: none"> Close 	<ul style="list-style-type: none"> CommandParameter: IInteractionChat<ref name="IInteractionChat" />
Chain InteractionChatCompleteConferenceAgent	
<ul style="list-style-type: none"> CompleteConference 	<ul style="list-style-type: none"> CommandParameter: IInteractionChatCommon<ref name="IInteractionChatCommon" > Genesyslab.Desktop.Modules.OpenMedia.Model.Interactions.IInteractionChatCommon</ref> Destination: String<ref name="String" /> Reason: KeyValueCollection<ref name="KeyValueCollection" />

Default Commands	Parameters
	<p>"KeyValueCollection" > Genesyslab.Enterprise.Commons.Collections.KeyValueCollection</p> <ul style="list-style-type: none"> Extensions: KeyValueCollection<ref name="KeyValueCollection" />
Chain InteractionChatCompleteTransferAgent	
<ul style="list-style-type: none"> RequestSaveNotepad 	<ul style="list-style-type: none"> CommandParameter: IInteraction<ref name="IInteraction" > Genesyslab.Desktop.Modules.Core.Model.Interactions.IInteracti NotepadViewModel: INotepadViewModel<ref name="INotepadViewModel" > Genesyslab.Desktop.Modules.Windows.Interactions.INotepadVi
<ul style="list-style-type: none"> CompleteTransfer 	<ul style="list-style-type: none"> CommandParameter: IInteractionChatCommon<ref name="IInteractionChatCommon" /> Destination: String<ref name="String" /> Reason: KeyValueCollection<ref name="KeyValueCollection" /> Extensions: KeyValueCollection<ref name="KeyValueCollection" />
Chain InteractionChatConferenceAgent	
<ul style="list-style-type: none"> ConferenceAgent 	<ul style="list-style-type: none"> CommandParameter: IInteractionOpenMedia<ref name="IInteractionOpenMedia" > Genesyslab.Desktop.Modules.OpenMedia.Model.Interactions.IIn Visibility: String<ref name="String" /> Destination: String<ref name="String" /> Extensions: KeyValueCollection<ref name="KeyValueCollection" />
<ul style="list-style-type: none"> AddRecentCall 	<ul style="list-style-type: none"> RecentIndex: ObjectTC<ref name="ObjectTC" > Genesyslab.Desktop.Modules.TeamCommunicator.ObjectTC</r
Chain InteractionChatConsultPromptForEnd Available since: 8.1.200.16	
<ul style="list-style-type: none"> PromptEnd 	<ul style="list-style-type: none"> CommandParameter: IInteraction<ref name="IInteraction" /> ConfirmParentWindow: Window<ref name="

Default Commands	Parameters
	<p>"Window" > System.Window.Window</ref></p>
Chain InteractionChatConsultRelease	
<ul style="list-style-type: none"> SetSupervisorMuteChat <p>Available since: 8.1.300.17</p>	
<ul style="list-style-type: none"> Release 	<ul style="list-style-type: none"> CommandParameter: InteractionChatConsult<ref name="InteractionChatConsult" > Genesyslab.Desktop.Modules.OpenMedia.Model.Interactions.C Reason: KeyValueCollection<ref name="KeyValueCollection" /> Extensions: KeyValueCollection<ref name="KeyValueCollection" />
Chain InteractionChatDeclineChat	
<ul style="list-style-type: none"> Decline 	<ul style="list-style-type: none"> CommandParameter: IInteractionChat<ref name="IInteractionChat" /> Reasons: KeyValueCollection<ref name="KeyValueCollection" /> Extensions: KeyValueCollection<ref name="KeyValueCollection" />
<ul style="list-style-type: none"> Close <p>Available since: 8.1.200.16</p>	<ul style="list-style-type: none"> CommandParameter: IInteractionOpenMedia<ref name="IInteractionOpenMedia" />
Chain InteractionChatDisconnectChat	
<ul style="list-style-type: none"> PromptEnd <p>Available since: 8.1.200.16</p>	<ul style="list-style-type: none"> CommandParameter: IInteraction<ref name="IInteraction" /> ConfirmParentWindow: Window<ref name="Window" />
<ul style="list-style-type: none"> SetSupervisorMuteChat <p>Available since: 8.1.300.17</p>	
<ul style="list-style-type: none"> Disconnect 	<ul style="list-style-type: none"> CommandParameter: IInteractionChat<ref name="IInteractionChat" /> Reason: KeyValueCollection<ref name="KeyValueCollection" />

Default Commands	Parameters
	<ul style="list-style-type: none"> • "KeyValueCollection" /> • Extensions: KeyValueCollection<ref name="KeyValueCollection" />
Chain InteractionChatDisconnectChatSessionChannel	
<ul style="list-style-type: none"> • IsContactModified Added in 8.1.4 	<ul style="list-style-type: none"> • CaselId: String<ref name="String" > System.String</ref>
<ul style="list-style-type: none"> • Disconnect 	<ul style="list-style-type: none"> • CommandParameter: IClientChannel<ref name="IClientChannel" > Genesyslab.Enterprise.Model.Channel.IClientChannel</ref>
Chain InteractionChatDisconnectMonitoredChat Available since: 8.1.200.16	
<ul style="list-style-type: none"> • IsContactModified Added in 8.1.4 	<ul style="list-style-type: none"> • CaselId: String<ref name="String" > System.String</ref>
<ul style="list-style-type: none"> • Disconnect 	<ul style="list-style-type: none"> • CommandParameter: IInteractionChat<ref name="IInteractionChat" /> • Reason: KeyValueCollection<ref name="KeyValueCollection" /> • Extensions: KeyValueCollection<ref name="KeyValueCollection" />
Chain InteractionChatDisconnectMonitoredCoachChat Available since: 8.1.200.16	
<ul style="list-style-type: none"> • IsContactModified Added in 8.1.4 	<ul style="list-style-type: none"> • CaselId: String<ref name="String" > System.String</ref>
<ul style="list-style-type: none"> • DisconnectCoach 	<ul style="list-style-type: none"> • CommandParameter: IInteractionChat<ref name="IInteractionChat" /> • Reason: KeyValueCollection<ref name="KeyValueCollection" /> • Extensions: KeyValueCollection<ref name="KeyValueCollection" />
Chain InteractionChatInitConsultation	
<ul style="list-style-type: none"> • SetTransferInformation 	<ul style="list-style-type: none"> • CommandParameter: IInteraction<ref name="IInteraction" />

Default Commands	Parameters
	<ul style="list-style-type: none"> NotepadViewModel: INotepadViewModel<ref name="INotepadViewModel" />
<ul style="list-style-type: none"> RequestSaveNotepad 	<ul style="list-style-type: none"> CommandParameter: IInteraction<ref name="Interaction" /> NotepadViewModel: INotepadViewModel<ref name="INotepadViewModel" />
<ul style="list-style-type: none"> InitConsultation 	<ul style="list-style-type: none"> CommandParameter: IInteractionChatCommon<ref name="InteractionChatCommon" /> Destination: String<ref name="String" /> Reasons: KeyValueCollection<ref name="KeyValueCollection" /> Extensions: KeyValueCollection<ref name="KeyValueCollection" />
<ul style="list-style-type: none"> AddRecentCall 	<ul style="list-style-type: none"> RecentIndex: ObjectTC<ref name="ObjectTC" />
<p>Chain InteractionChatInitiateConferenceOtherType Added in 8.1.4</p>	
<ul style="list-style-type: none"> SetCollaborationQueueContext 	<ul style="list-style-type: none"> CommandParameter: IInteractionChat<ref name="IInteractionChat" /> System.String: Queue, output parameter<ref name="Queue, output parameter" > Queue, output parameter</ref>
<ul style="list-style-type: none"> SetCollaborationContext 	<ul style="list-style-type: none"> CommandParameter: IInteractionChat<ref name="IInteractionChat" /> Media: IMediaOpenMedia output parameter<ref name="IMediaOpenMedia output parameter" > Genesyslab.Desktop.Modules.OpenMedia.Model.Agents.IMedia output parameter</ref>
<ul style="list-style-type: none"> CreateCollaboration 	<ul style="list-style-type: none"> CommandParameter: IInteractionChat<ref name="IInteractionChat" /> System.String: Queue<ref name="Queue" > Queue</ref> UserData: KeyValueCollection<ref name="

Default Commands	Parameters
	<p>"KeyValueCollection" /></p> <ul style="list-style-type: none"> Media: IMediaOpenMedia<ref name="IMediaOpenMedia" > Genesyslab.Desktop.Modules.OpenMedia.Model.Agents.IMediaOpenMedia CorrelatorData: String<ref name="String" />
<ul style="list-style-type: none"> AddRecentCall 	<ul style="list-style-type: none"> RecentIndex: ObjectTC<ref name="ObjectTC" />
<p>Chain InteractionChatInviteAddInvitingParty Added in 8.1.4</p>	
<ul style="list-style-type: none"> AddParty 	<ul style="list-style-type: none"> CommandParameter: String<ref name="String" /> Destination: String<ref name="String" /> DisplayObject: IFormattedObjectType<ref name="IFormattedObjectType" > Genesyslab.Desktop.Infrastructure.ObjectFormat.IFormattedObjectType</ref>
<p>Chain InteractionChatInviteRemoveInvitingParty Added in 8.1.4</p>	
<ul style="list-style-type: none"> RemoveParty 	<ul style="list-style-type: none"> CommandParameter: String<ref name="String" /> Destination: String<ref name="String" />
<p>Chain InteractionChatIsPossibleToClose</p>	
<ul style="list-style-type: none"> IsContactModified Added in 8.1.4 	<ul style="list-style-type: none"> Caseld: String<ref name="String" > System.String</ref>
<ul style="list-style-type: none"> IsPossibleToClose 	<ul style="list-style-type: none"> CommandParameter: IInteractionChat<ref name="IInteractionChat" />
<p>Chain InteractionChatJoinChat Added in 8.1.4</p>	
<ul style="list-style-type: none"> Join 	<ul style="list-style-type: none"> CommandParameter: IInteractionChat<ref name="IInteractionChat" />
<p>Chain InteractionChatLeaveInteractionFromConference</p>	
<ul style="list-style-type: none"> IsContactModified 	<ul style="list-style-type: none"> Caseld: String<ref name="String" >

Default Commands	Parameters
Added in 8.1.4	System.String</ref>
<ul style="list-style-type: none"> • Leave 	<ul style="list-style-type: none"> • CommandParameter: IInteractionChat<ref name="IInteractionChat" /> • Reason: KeyValueCollection<ref name="KeyValueCollection" /> • Extensions: KeyValueCollection<ref name="KeyValueCollection" />
Chain InteractionChatPlaceInQueue	
<ul style="list-style-type: none"> • IsContactModified Added in 8.1.4 	<ul style="list-style-type: none"> • CaseId: String<ref name="String" > System.String</ref>
<ul style="list-style-type: none"> • UpdateInteractionUCS 	<ul style="list-style-type: none"> • CommandParameter: IInteraction<ref name="IInteraction" /> • NotepadViewModel: INotepadViewModel<ref name="INotepadViewModel" /> <p>New parameter since: 8.1.300.17</p>
<ul style="list-style-type: none"> • SaveAttachedData <p>Available since: 8.1.100.14</p>	<ul style="list-style-type: none"> • CommandParameter: IInteractionOpenMedia<ref name="IInteractionOpenMedia" /> • UserData: KeyValueCollection<ref name="KeyValueCollection" />
<ul style="list-style-type: none"> • PlaceInQueue 	<ul style="list-style-type: none"> • CommandParameter: IInteractionOpenMedia<ref name="IInteractionOpenMedia" /> • Destination: String<ref name="String" /> • Reasons: KeyValueCollection<ref name="KeyValueCollection" /> • Extensions: KeyValueCollection<ref name="KeyValueCollection" />
<ul style="list-style-type: none"> • SetAutoClose 	<ul style="list-style-type: none"> • CommandParameter: IInteractionOpenMedia<ref name="IInteractionOpenMedia" />
<ul style="list-style-type: none"> • ReleaseMyParty 	<ul style="list-style-type: none"> • CommandParameter: IInteractionChat<ref

Default Commands	Parameters
	name="InteractionChat" /> • AfterActionMode: String<ref name="String" />
• AddRecentCall	• RecentIndex: ObjectTC<ref name="ObjectTC" />
Chain InteractionChatPushUrl	
• PushUrl	• CommandParameter: IInteractionChat<ref name="InteractionChat" /> • Url: String<ref name="String" /> • Visibility: String<ref name="String" />
Chain InteractionChatReconnect Available since: 8.1.200.16	
• Join	• CommandParameter: IInteractionChat<ref name="InteractionChat" />
Chain InteractionChatReleasePartyFromConference	
• ReleaseParty	• CommandParameter: IChatParty<ref name="IChatParty" > Genesyslab.Desktop.Modules.OpenMedia.Model.Interactions.CH
Chain InteractionChatReleasePartyFromConsult	
• ReleaseParty	• CommandParameter: IChatParty<ref name="IChatParty" />
Chain InteractionChatReopenChannel Available since: 8.1.200.16	
• Reopen	• CommandParameter: IInteractionChat<ref name="InteractionChat" />
Chain InteractionChatSendMessage	
• SendMessage	• CommandParameter: IInteractionChatCommon<ref name="InteractionChatCommon" /> • Visibility: String<ref name="String" /> • Message: String<ref name="String" />
Chain InteractionChatTransferAgent	

Default Commands	Parameters
<ul style="list-style-type: none"> RequestSaveNotepad 	<ul style="list-style-type: none"> CommandParameter: IInteraction<ref name="Interaction" /> NotepadViewModel: INotepadViewModel<ref name="INotepadViewModel" />
<ul style="list-style-type: none"> TransferAgent 	<ul style="list-style-type: none"> CommandParameter: IInteractionOpenMedia<ref name="InteractionOpenMedia" /> Destination: String<ref name="String" /> Reasons: KeyValueCollection<ref name="KeyValueCollection" /> Extensions: KeyValueCollection<ref name="KeyValueCollection" />
<ul style="list-style-type: none"> SetAutoClose 	<ul style="list-style-type: none"> CommandParameter: IInteractionOpenMedia<ref name="InteractionOpenMedia" />
<ul style="list-style-type: none"> ReleaseMyParty 	<ul style="list-style-type: none"> CommandParameter: IInteractionChat<ref name="IInteractionChat" /> AfterActionMode: String<ref name="String" />
<ul style="list-style-type: none"> AddRecentCall 	<ul style="list-style-type: none"> RecentIndex: ObjectTC<ref name="ObjectTC" />
Chain InteractionChatTypingStarted	
<ul style="list-style-type: none"> TypingStarted 	<ul style="list-style-type: none"> CommandParameter: IInteractionChatCommon<ref name="InteractionChatCommon" /> Visibility: String<ref name="String" />
Chain InteractionChatTypingStopped	
<ul style="list-style-type: none"> TypingStopped 	<ul style="list-style-type: none"> CommandParameter: IInteractionChatCommon<ref name="InteractionChatCommon" /> Visibility: String<ref name="String" />
Chain InteractionChatWorkflow	

Default Commands	Parameters
<ul style="list-style-type: none"> CloseConsult 	<ul style="list-style-type: none"> CommandParameter: IInteractionChat<ref name="IInteractionChat" />
<ul style="list-style-type: none"> Workflow 	<ul style="list-style-type: none"> CommandParameter: IInteractionOpenMedia<ref name="IInteractionOpenMedia" /> Workflow: String<ref name="String" /> Reasons: KeyValueCollection<ref name="KeyValueCollection" /> Extensions: KeyValueCollection<ref name="KeyValueCollection" />
Commands common to all interactions	
Chain InteractionSetAttachedDataWithDelay	
<ul style="list-style-type: none"> SetAttachedData 	<ul style="list-style-type: none"> CommandParameter: IInteraction<ref name="IInteraction" /> AttachedData: KeyValueCollection<ref name="KeyValueCollection" />
Chain BundleClose	
<ul style="list-style-type: none"> GetAttachedDataInformationUCS 	<ul style="list-style-type: none"> CommandParameter: IInteractionsBundle<ref name="IInteractionsBundle" > Genesyslab.Desktop.Modules.Core.Model.Interactions.IInteracti
<ul style="list-style-type: none"> UpdateNotePadForVoice Available since: 8.1.300.17 	<ul style="list-style-type: none"> CommandParameter: IInteractionsBundle<ref name="IInteractionsBundle" />
<ul style="list-style-type: none"> ResetInteractionChatConsultation 	<ul style="list-style-type: none"> CommandParameter: IInteractionsBundle<ref name="IInteractionsBundle" />
<ul style="list-style-type: none"> IsContactModified Available since: 8.1.4 	<ul style="list-style-type: none"> Caseld: String<ref name="String" />
<ul style="list-style-type: none"> IsPossibleToClose 	<ul style="list-style-type: none"> CommandParameter: IInteractionsBundle<ref name="IInteractionsBundle" />
<ul style="list-style-type: none"> CompleteDispositionCodeOnBundle 	<ul style="list-style-type: none"> CommandParameter: IInteractionsBundle<ref name="IInteractionsBundle" />

Default Commands	Parameters
• Close	• CommandParameter: IInteractionsBundle<ref name="IInteractionsBundle" />
• StopInteractionVoiceUCS	• CommandParameter: IInteractionsBundle<ref name="IInteractionsBundle" />
• GetOutboundPreviewRecord	• CommandParameter: ICampaign<ref name="ICampaign" > Genesyslab.Enterprise.Model.Interaction.ICampaign</ref>

<references />